

## Getting the Best from our Service

This information should be sent to all patients at the point of booking their first appointment.

### What We Provide

- We provide free NHS funded psychological therapy for people with mild to moderate problems with anxiety or low mood. When people have problems that are more severe or complex, we may need to refer them to the specialist mental health services.
- We are not an emergency service. If you are experiencing a crisis or emergency, please contact your GP or make a self-referral to the specialist mental health service via their Single Point of Access number. Your therapist will provide you with numbers for you to use.
- We offer brief therapy, which is generally between 4 to 6 sessions, depending on the nature of your difficulties.

### Therapists' Role in the Relationship

- The therapeutic relationship is confidential. However, if you disclose information that indicates that you or someone else is at risk, then we may need to break this confidentiality.
- Whenever possible, we will give you at least 24 hours' notice of any cancellation. However, on occasions we may need to cancel on the day of your appointment. If we have your mobile number, we can minimise any disruption this may cause you.

### About Our Therapists

- Therapists' mobile numbers are sometimes used to arrange/cancel appointments if necessary. However, these phones are not switched on outside of the therapists' working hours/days or when they are with other patients.
- Please remember that your particular therapist may not be available to speak with you directly but messages can be left at our Head Office on **(01208) 871905**.
- Our therapists are unable to accept requests to link with people on social media networks, such as Facebook, as it breaches codes of conduct as set out by their professional bodies.

### What We Expect of You

- Please inform us if you change your name, address, telephone number, or GP surgery. etc.
- Please let us know if you no longer want to continue therapy.

## Missed Appointments

- Missed appointments lead to longer waiting times. We therefore run a missed appointments policy.

### How can you help?

- Please make every effort to attend all of your appointments and arrive on time.
- If you cannot attend an appointment for any reason, please let us know so that we can offer this to someone else.

### Your First Appointment

- **If you miss your first assessment appointment** you will be discharged from the service and we will let your GP know.
- **If you miss your first assessment appointment, but contact us within 3 working days**, you will be offered another appointment although you may need to wait until one becomes available. The missed appointment will count as one of your contracted sessions.
- **If you must cancel your assessment appointment** you will be offered another appointment although you may need to wait until one becomes available.
- **If you cancel or miss 2 assessment appointments** you will be discharged and will need to see your GP again to discuss a new referral.

### Therapy Appointments

- **Once therapy has commenced, if you miss an appointment and do not contact us within 3 days**, you will be discharged from the service and we will let your GP know.
- **If you do not attend one of your appointments and contact us within 3 days to continue therapy, another appointment will be offered. The missed appointment will** be counted as one of your contracted sessions.
- **If, in exceptional circumstances, you need to cancel an appointment**, please give at least 24 hours' notice by contacting the team on 01208 871905.
- **Short notice cancellations (less than 24 hours)** will also be counted as one of your sessions.
- **If you miss 2 of your sessions (failure to attend or short notice cancellation)**, we will usually discharge you from the service and will let your GP know. If this does happen, when your circumstances allow you to attend more regularly, you can request another referral from your GP.